CLASSIFICATION TITLE   Senior Coordinator   **WORK AREA**   Information Services/Training

CLASS CODE   5311/Exempt   **EFFECTIVE DATE:** 10/01/01

FUNCTION   Coordinates the countywide instructor-led computer training program and ensures appropriate training is available for county employees. Professional and administrative work associated with assigned functions of the Computer Training Program. Assists in technical support in Microsoft Office and Lotus Notes.

EDUCATION AND EXPERIENCE   Associates Degree is required with at least three (3) years' computer experience. A Bachelor's Degree is preferred. Experience in technical support and/or Help Desk support is desirable.
A comparable amount of education, training, or experience may be substituted for the minimum qualifications.

SPECIAL REQUIREMENTS   Thorough knowledge of Windows, MS Office, Lotus Notes software packages. Knowledge of training programs for compute training and how to develop course curriculum. Knowledge of presentation methodologies and how to present material effectively.

Ability to organize work and provide technical assistance to other Information Services personnel. Ability to prepare course outlines for computer training classes. Ability to establish and maintain effective working relationships with other County departments and staff. Ability to complete work assignments with a minimum of supervision. Independent judgment and decision making is required. Ability to work with customers and assist them in finding solutions to their computer problems. Ability to evaluate situations and exercise good judgement in making decisions. Ability to communicate effectively both orally and in writing.

ESSENTIAL FUNCTIONS   *Note: These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is a logical assignment to the position.*

Provides customer support for Lotus Notes, MS Office, and Project as well as other County standard software applications.

Plans, coordinates, and conducts classes for Information Services. Works with Human Resources Training Program Manager in coordinating training schedules with the Human Resources Department. Independently, researches, identifies and implements appropriate training based on user needs and changing technology.

Independently, researches new software and training materials and implements best solution. Works with network administrators, Help Desk and division manager to plan countywide upgrades of new software.

Designs and develops in-house training curriculum, including training materials. Maintains attendance reports for computer classes, and provides attendance information to the Human Resources Department.

Maintains on-line training schedule and registration for computer training classes.

Provides support for the Lotus Notes administrator.

Coordinates and completes special work projects as assigned by the Division Manager.

Performs other duties as assigned or as may be necessary.

WORKING CONDITIONS   The work environment for this position is an office setting. Most duties are performed while sitting at a desk, table or workstation. Incumbents in this position have regular exposure to radiant and electrical energy found in an office environment.